INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL®)

DOMAIN: Information Technology Infrastructure Library (ITIL)

DEFINITION

ITIL Definition - ITIL includes processes for both service delivery and support that allow organizations to manage information technology systems. ITIL centers on the *customer's perspective of IT's contribution to the business.* ITIL is process-focused and is the world de facto standard for IT Service Delivery and Support. ITIL focuses upon providing a framework to structure IT-related activities and the interactions of IT technical personnel with business customers and users.

GOALS

*To restore the service to users as quickly as possible

*To minimize the adverse impact on business operations

*To ensure best use of resources

*To maintain and apply a consistent approach for managing incidents

DISCIPLINES

SERVICE SUPPORT

*Service Desk Function

*Incident Management

*Problem Management

*Release Management

*Change Management

*Asset/Configuration Management

SERVICE DELIVERY

*Capacity Management

*Availability Management

BENEFITS

*Improved quality of service and more reliable support

*Clearer view of current IT capability

*Greater flexibility for business through improved understanding of IT

*More motivated staff and improved job satisfaction

*Enhanced customer satisfaction

*Increased flexibility and adaptability

*Improved cycle time for changes and greater success rates

KEY PERFORMANCE INDICATORS

* IT Service Management process capability and maturity

*Alignment with business objectives

*Governance and audit measures

*Customer perceptions of service quality